

Streamlining CFNC ProTools Reporting: Linking CFNC & NCEdCloud Logins

EDUCATOR GUIDE



Why Are We Launching This Feature?

This new feature provides several important benefits for students and educators:

- ✓ It **streamlines the sign-in process**, students no longer have to decide which login option to select and access the same account and saved work.
- ✓ It **enables reporting in CFNC ProTools** whether a student signs in with CFNC or NCEdCloud credentials.
- ✓ It ensures **students retain access to their Career Development Plans (CDPs)** and other work saved in NCcareers.org after graduation.

What is CFNC ProTools?

CFNC ProTools is the reporting system for [NCcareers.org](https://www.nccareers.org). Currently, reporting is only available when users log in with their CFNC credentials. Users who log in with NCEdCloud credentials do not currently have access to reporting. Every student should have a CFNC.org account that includes their Student ID number.

What Can I and My Students Expect Once This Feature Is Live?

For most students, the transition will be seamless. In some cases, students may have completed work under both login types, resulting in two separate NCcareers.org accounts where different information may have been saved.

If a student has separate NCcareers.org accounts connected to the same Student ID (one through CFNC and one through NCEdCloud) they will see a **"Multiple Accounts Found"** message and will be asked to choose which account to keep.

Once accounts are connected, students will have the option to sign in with either CFNC or NCEdCloud credentials and access all of their information. This means students will no longer have to decide which login option to select. In addition, educators will see all of the students work on CFNC ProTools.

Which Section Applies to My Student?

SECTION 1: Only used <u>CFNC credentials</u> to access NCcareers.....	pg. 2
SECTION 2: Only used <u>NCEdCloud credentials</u> to access NCcareers.....	pg. 3
SECTION 3: Used <u>both</u> CFNC & NCEdCloud credentials/seeing <u>"Multiple Accounts Found"</u> pop up...	pg. 4
FREQUENTLY ASKED QUESTIONS (FAQ)	pg. 6

SECTION 1

My Students Only Used CFNC Credentials to Access NCcareers

Good News — They're Almost Ready

Once the feature launches, students will be able to sign in with either their CFNC or NCEdCloud credentials, as long as their Student ID is on file in their CFNC account.

What You Should Do Now

Ask each student to verify that their Student ID is saved in their CFNC profile. Here's how:

STEP 1: Student signs in to CFNC

- Have the student go to [CFNC.org](https://cfnc.org) and sign in using their CFNC username and password.

STEP 2: Student navigates to “My Profile”

- Once signed in, the student should click the profile icon on the top right and select **My Profile**.

My Profile

* indicates required field.

I am a(n)*:

X High School Student

First name* Middle Name Last name*

Jane Doe

Suffix Nickname NC Student Number

STEP 3: Student confirms their Student ID is entered

- The student should look for the Student ID field. If it is blank, they should enter their NC school-issued Student ID and save.

☒ **Once the feature launches:**

No action is needed after the Student ID is confirmed. The student will be able to sign in to NCcareers.org using either their CFNC or NCEdCloud credentials going forward.

What Happens to CFNC ProTools Reporting?

Educators will be able to access career reports whether a student signs in with CFNC or NCEdCloud credentials. Students will no longer have to decide which login option to select, the information will be the same.

If students receive a “Multiple Accounts Found” message, refer to Section 3.

SECTION 2

My Students Only Used NCEdCloud Credentials to Access NCcareers

Action Required Before the Feature Launches

Students need to **create a CFNC.org account and add their Student ID** before the feature launches because:

- NCcareers reporting in CFNC ProTools requires a linked CFNC account.
- This ensures access to work completed on NCcareers after graduation.

Need help creating bulk accounts? Reach out to your [CFNC Associate Outreach Director](#).

Steps to Set Up a CFNC Account

STEP 1: Student creates a CFNC.org account

- Have the student go to [CFNC.org](#)
- Click the “Log In” button at the top right
- Navigate to “**Create one today!**”

STEP 2: Student navigates to "My Profile" and adds their Student ID

- Once the account is created, students can click the profile icon at the top right and select **My Profile**.
- They should enter their NC school-issued Student ID in the Student ID field and save.

STEP 3: Student uses CFNC credentials to login to NCcareers

- Have the student login using CFNC once to active the account.

STEP 4: Student confirms both accounts are ready

- Once the Student ID is saved and they’ve logged using CFNC once, the student will be able to sign in to NCcareers.org with both CFNC and NCEdCloud credentials.

☒ Once the feature launches:

Students may be prompted to confirm their account link the first time they sign in. After that, both login methods will access the same account.

What If the Student Already Has a CFNC Account?

If a student already has a CFNC account but has never used it to log into NCcareers.org, there is no need to create a new account, just update the existing one with their Student ID.

What Happens to CFNC ProTools Reporting?

Educators will be able to access career reports whether a student signs in with CFNC or NCEdCloud credentials. Students will no longer have to decide which login option to select, the information will be the same.

If students receive a “Multiple Accounts Found” message, refer to Section 3.

SECTION 3

My Students Used Both CFNC & NCEdCloud Credentials or They are Seeing a "Multiple Accounts Found" Message

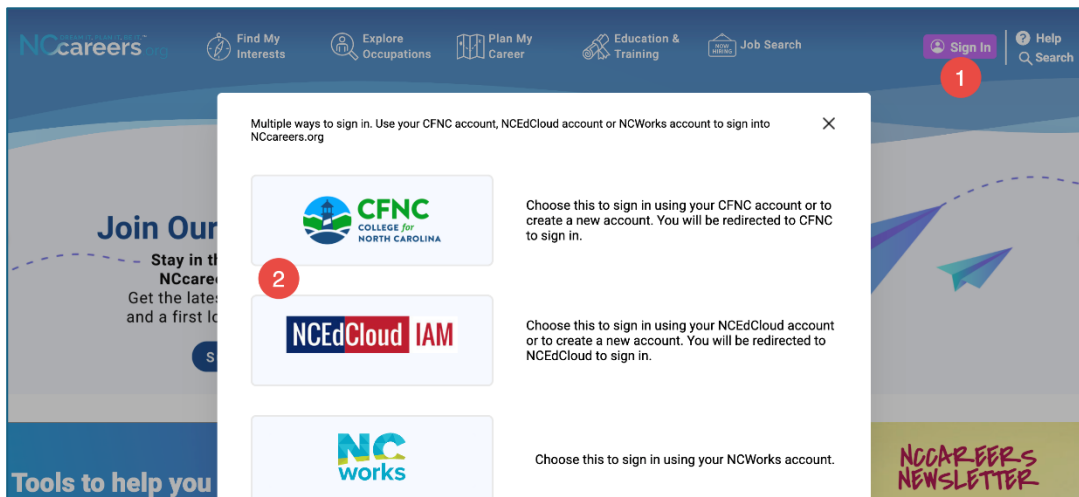
Why This Happens

If a student has previously signed in to NCcareers.org using both CFNC and NCEdCloud credentials, they may have accumulated saved work in two separate accounts. When the linkage launches, these students will be prompted to choose which account to keep active.

Step-by-Step: Helping a Student Link Their Accounts

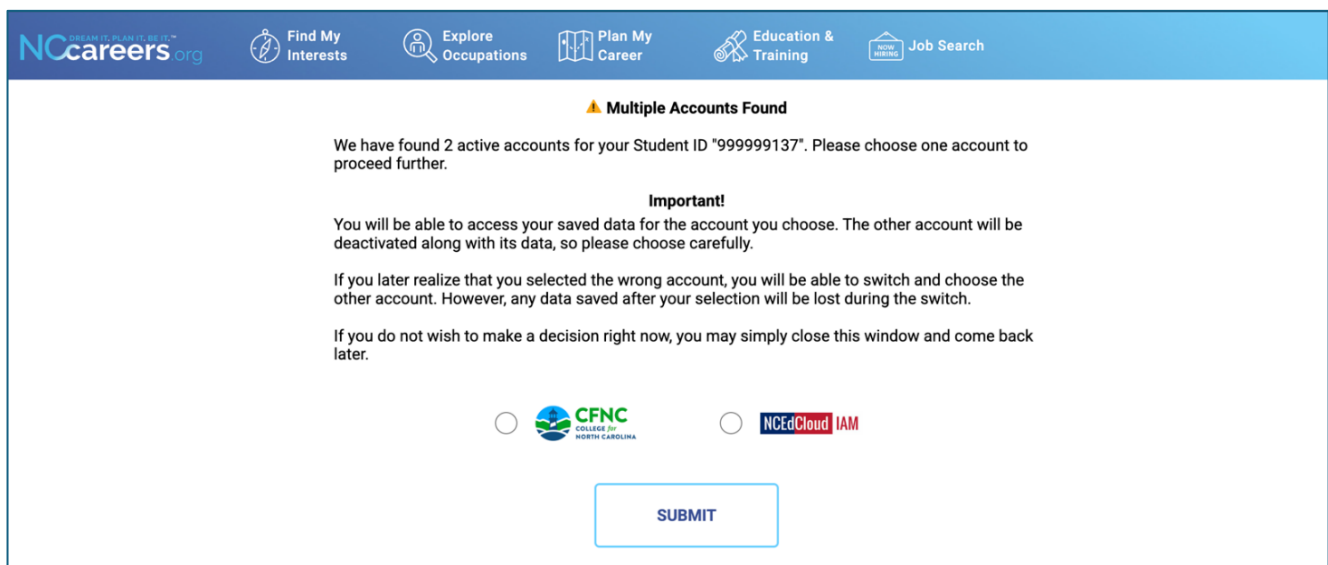
STEP 1: Student signs in to NCcareers.org

- Have the student go to [NCcareers.org](https://nccareers.org) and **Sign In**. They can choose either CFNC or NCEdCloud to begin.



STEP 2: Student sees the "Multiple Accounts Found" message

If two accounts are linked to the same Student ID, the student will be shown a "**Multiple Accounts Found**" screen. This message will appear if two accounts have not yet been connected.



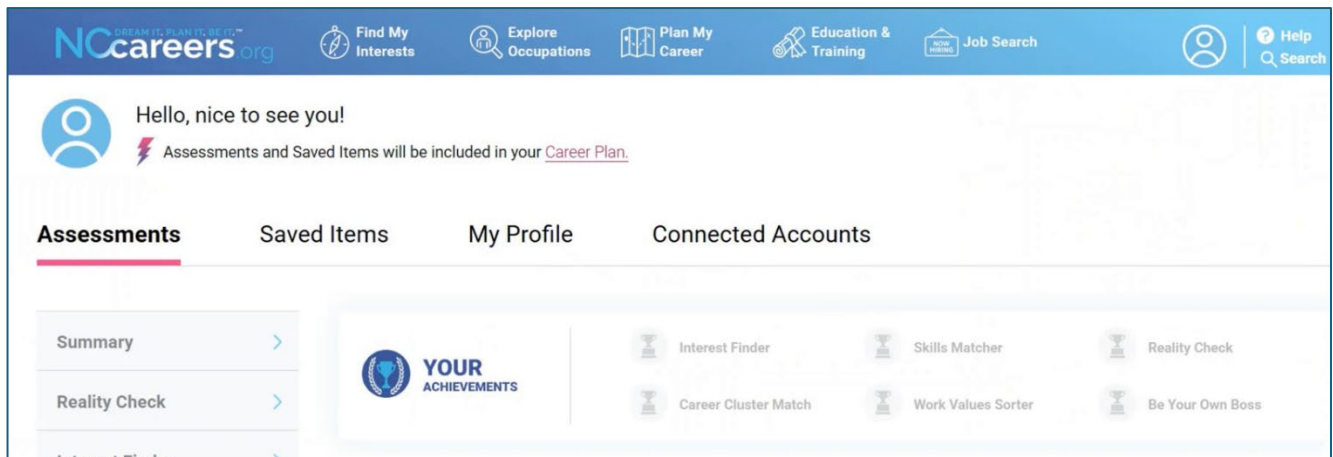
STEP 3: Help the student choose the correct account

The student will see both accounts displayed and must select the one to keep. Guide them to choose the account that contains their most recent or complete information such as CDP, assessment results, or saved items. Once they've selected an account, the student clicks **Submit**.

⚠ It's okay if the student doesn't know which account to choose right now. The message can be closed to allow students time to review their work. Students can freely access data in both accounts until one account is chosen to remain active.

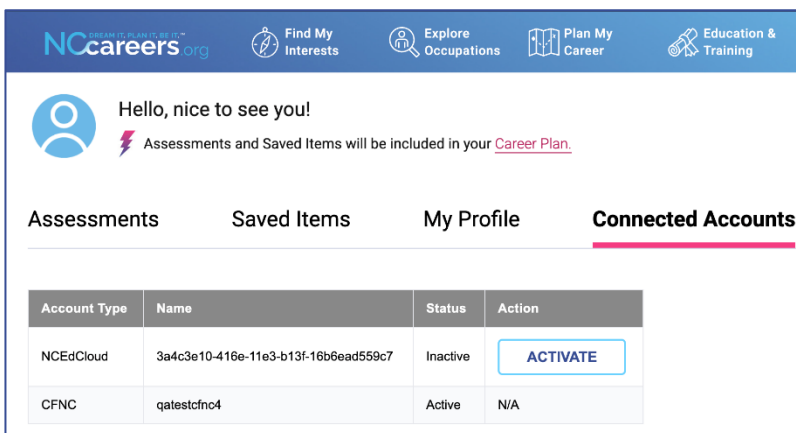
STEP 4: Student lands on their Dashboard

After completing the selection, the student will be taken to **My Dashboard**. From here, they can view Assessments, Saved Items, My Profile, and Connected Accounts.



What If a Student Selected the Wrong Account?

Students can switch their selection later from the **Connected Accounts** tab in their account settings.



⚠ If a student believes they selected the wrong account, encourage them to switch as soon as possible before completing any additional work in NCcareers.org.

Note: Any data saved after the initial selection may be lost when switching including new assessments, saved items, or profile updates made after the original selection.

What Happens to CFNC ProTools Reporting?

Educators will be able to access career reports whether a student signs in with CFNC or NCEdCloud credentials. Students will no longer have to decide which login option to select, the information will be the same.

Frequently Asked Questions (FAQ)

Q: Why didn't the student see the "Multiple Accounts Found" message/How can I confirm that a student's accounts are connected?

A: The “Multiple Accounts Found” message only appears if the system finds two accounts in NCcareers.org connected with the same Student ID. Ask the student to sign in using both methods — once with CFNC and once with NCEdCloud credentials. If both logins take the student to the same account with the same saved data, the accounts are successfully connected, and no further action is needed.

Q: The student does not see a "Connected Accounts" tab. Is there an issue?

A: No. The Connected Accounts tab only appears for users who had two separate NCcareers accounts and completed the account selection process. Students who only had a single account — or whose accounts were linked automatically — will not see this tab.

Q: What if a student selected the wrong account?

A: Students can switch accounts from the Connected Accounts tab. However, any data saved after the original selection may be lost when switching. Encourage the student to switch as soon as possible, before completing additional work in NCcareers.org. (see section 3)

Q: What if a student doesn't have a CFNC account?

A: The student should create one at CFNC.org and add their NC school-issued Student ID in the My Profile section. Students who only have an NCEdCloud account and no CFNC account will not appear in CFNC ProTools reporting until a CFNC account is linked.

Q: Will students lose their NCcareers data after graduation?

A: Students who have a linked CFNC account will retain access to their NCcareers.org data after graduation by using their CFNC credentials.

Q: My student has included their student ID number on their CFNC account, but I still can't pull reports for them?

A: Confirm that their current school is listed in the “School Connections” section in their CFNC account.